

# COLUMBUS RESULTS

*Measuring for Opportunity*

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THE CITY OF  
**COLUMBUS**  
ANDREW J. GINTHER, MAYOR

**Department of Finance and Management**  
Joe Lombardi, Director



*“If you don’t measure  
it, you don’t mean it.  
And, I mean it.”*

- Mayor Andrew J. Ginther

# COLUMBUS RESULTS INITIATIVE

## Vision

- *As a high-performing city, we will strategically use data to inform policy, core operations, and budgetary decision-making for optimal programs and services, use of resources, and quality of life in our neighborhoods*

## Mission

- *To build a sustainable, internal citywide performance management system that aligns key performance indicators (KPIs) with departmental objectives and the Mayor's strategic priorities - and achieves results*

# MAYOR'S STRATEGIC PRIORITIES

**Public Safety and Health** (police-community relations, safe streets and violence reduction, opiates, minority recruitment, body worn cameras)

**Neighborhoods** (gateway to residents, youth initiatives, safe, affordable housing, public health)

**Economic Development** (job creation, training, and increased median wages, improved access to affordable housing and neighborhood infrastructure)

**Early Childhood and Education** (infant mortality prevention, access to Pre-K)

**Diversity and Inclusion** (community outreach, workforce and supplier diversity opportunities, advocacy for women)

**Smart Columbus** (transportation, mobility, ladders of opportunity)

**Operational Efficiencies** (responsive, transparent, collaborative governance, data-informed management, public-private partnerships)

# BASELINE DATA INVENTORY

- 1) *Types of data, i.e. categories;*
- 2) *Purpose for the data;*
- 3) *Use of the data;*
- 4) *How data are measured and interpreted;*
- 5) *Frequency of data collection, analysis, and reporting;*
- 6) *Source of the data;*
- 7) *Process for data validation;*
- 8) *How targets/goals are established / updated;*
- 9) *Are data published? Online, brochures, other written materials?*



# KEY PERFORMANCE INDICATORS

PROJECT, PROGRAM, SERVICE, INITIATIVE	INPUTS	OUTPUTS	EFFICIENCY	OUTCOMES	TARGETS/GOALS	TIME FRAME
	Resources used to produce services and programs	Program or service delivered/ number of customers served / amount of work completed	Costs for activity, program or service delivered	Results/effectiveness from an activity, service, or program	Defined level of performance sought	Timeline to measure progress



# RETURN ON INVESTMENT

*Performance data are a critical asset. In an evidenced-based, data-informed economy, a sustainable, internal citywide performance management system ....*



*... is the verifiable, objective way to measure ROI – and results.*

# FISCAL IMPACT

## Boston, MA:\*\*

- *Savings of nearly \$1 million annually on energy costs.*

## Cincinnati, OH:\*\*

- *Saved \$6.1 million on new revenue and avoided costs since the inception of its Office of Performance and Data Analytics in 2015.*

## Denver, CO:\*

- *Saved \$10 million each year by employee-driven process improvements.*

## Louisville, KY:\*

- *Saved \$3.1 million by cutting overtime costs; and \$1.8 million annually, reducing worker's compensation claims that were invalid or no longer necessary.*

## San Diego, CA:\*\*

- *Savings of a projected approx. \$2.4 million annually in energy costs for street light sensors that automatically dim and brighten lights.*

## Las Vegas, NV:\*

- *Saving lives and injury prevention by reducing the number of automobile accidents at targeted intersections by 23%, reengineering 50 intersections where majority of crashes took place in one year*

\*<http://datasmart.ash.harvard.edu/news/article/discovering-the-true-value-of-data-experts-who-are-showing-cities-the-money>

\*\*<http://www.nlc.org/resource/performance-management-a-guide-for-city-leaders>

*Performance management is an accelerator for progress.*



*As America's Opportunity City, we will measure our progress with a sustainable, internal citywide performance management system – to deliver COLUMBUS RESULTS .*

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<http://results-columbus.opendata.arcgis.com/#contact>

<http://results-columbus.opendata.arcgis.com/pages/neighborhoods>

